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Greetings:

At the Corix Group of Companies, which includes Corix Utilities (Texas) Inc. ("CUTX"), the health and safety of our employees and customers is our first priority. This priority has guided our efforts to mitigate any potential public health or business impacts the Coronavirus (COVID-19) outbreak may cause. Over the course of the past several weeks, Corix has instituted a company-wide Incident Command Task Force that is charged with planning and executing preparedness activities focused on protecting employee and public health and ensuring we continue to provide our customers and communities with safe, reliable water and wastewater services. Since the formation of the Incident Command Task Force, several steps have been taken to mitigate any disruption to our employees and customers. Below you will find a list of several actions taken by CUTX:

- **Suspension of Disconnections and Reconnections** – On March 10, 2020, CUTX announced its decision to suspend water and wastewater service disconnection through at least March 30, 2020 in order to provide critical sanitation and potable water services for all customers during this public health event. In conjunction with this decision, customers who recently have been disconnected for nonpayment will be reconnected at no charge, at their election, and collection of any outstanding balances and late fees will be suspended during this time. Lost revenues and associated costs incurred by CUTX are being tracked by the Company for subsequent regulatory recovery consideration by state public utility commissions.
- **Critical Inventories and Spares Planning** – Chemicals and critical spare parts inventories are being assessed and preparations made to ensure sufficient supplies are kept on-hand to maintain essential business operations and ensure safe, reliable service to our customers.
- **Workforce Planning** – Essential job functions are being identified to prepare for potential large-scale absenteeism in the workplace; a remote work pilot exercise was conducted on Friday, March 13, 2020 to test the necessary administrative and IT systems needed to support implementation of a temporary remote work policy. Remote work has been identified as core to CUTX's social distancing practices as directed by the Centers for Disease Control and Prevention ("CDC").
- **Facility Emergency Action Plans** – CUTX health and safety professionals are working to complete updated Emergency Action Plans for all office locations to ensure appropriate protective and disinfection actions are taken if COVID-19 infects one or more employees.
- **Suspension of All Non-essential Business Travel** – CUTX has suspended all international and domestic business travel until further notice. This suspension of business travel does not include regular, essential operational and field activities, which can be performed using recommended social distancing measures.

The Corix Group of Companies is taking all reasonable and appropriate, science-based, actions required to mitigate the impacts the COVID-19 outbreak on our employees and customers. As the situation continues to develop, we will closely monitor guidance provided by the CDC, the World Health Organization and our state and local public health agencies and make decisions accordingly.

The Corix Group of Companies takes pride in providing the communities we serve with safe and reliable water and wastewater services. During this uncertain time, we are focused on serving our communities and being strong partners in the global effort to protect public health. Please do not hesitate to contact me via email at [Darrin.Barker@CorixTexas.com](mailto:Darrin.Barker@CorixTexas.com) or by phone at 512-306-4007 if you have any questions or concerns.

Sincerely,

R. Darrin Barker  
President  
Corix Utilities (Texas) Inc.